

How to retain and engage employees throughout the employee lifecycle?

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This essay will discuss the employee life cycle, a theoretical framework that describes the many stages of a worker's career. Employers can examine the data while also tracking an employee's growth through several phases. Additionally, the employee lifecycle depicts the many phases people experience while working for a company, from first becoming aware of them through the day they depart. The HR cycle, or lifecycle, may also be used to refer to the employee lifecycle model.

Nowadays, it is ideal that the employee's life cycle follows his well-being with the aim of developing the company due to the investment in the worker.

According to Armstrong, (2020), human resource management (HRM) is a systematic approach to managing people that helps firms acquire a competitive edge. It is intended to maximise staff performance in support of an employer's strategic goals.

HR staff are responsible for employee life cycle, redundancy, industrial and employee relations, compensation, retirement, etc. HRM include organising, managing, and allocating human capital to achieve an organization's goals. It focuses on investing in personnel, guaranteeing their safety, and managing staffing from hiring through remuneration and development. HRM personnel also establishes and enforces rules and procedures to guarantee employee safety. Careers may specialise in compensation, training, or employee management (CFI, 2022).

Talent management is an HR approach aimed at developing and retaining high-performing personnel (Cranfield School of Management, 2012). Talent represents a skill, born or acquired through different methods of improvement or practice, the mastery with which certain people are endowed and perfected in order to practice a trade, job or art. Practising and learning constantly are necessary to improve skills and knowledge in the respective field. It is also important that a mentor or a teacher

guides and give positive feedback during the process of acquiring it (Cambridge Dictionary, 2019)

César Ritz was a Swiss hotelier who founded many hotels, including the Hôtel Ritz in Paris and London and Ritz Carlton Hotels. He was renowned as the "King of Hoteliers and Hotelier to Kings," and the adjective "ritzy" is derived from his name and establishments (Nast, 2012). Cesar Ritz was born in Niederwald, Switzerland, and worked as a sommelier in a hotel in Brig. He was fired by the patron with a reply, "You'll never make anything of yourself in the hotel business. It takes a special knack, a special flair, and it's only right that I tell you the truth—you haven't got it." He returned to the Jesuits as a sacristan before departing to seek his fortune in Paris at the 1867 Universal Exhibition (Montgomery-Massingberd & Watkin 1980, p. 9).

Drawing a link between the comments given to the renowned hotelier and HR, it is clear that unfit persons are occasionally placed in significant positions. Having the mission of identifying talents and opportunities for improvement in view of the development of a company, might be mistaken, contributing to the regression of a company against its progress. Cesar Ritz's success and reputation are attributed to its flair for recruiting and training staff (The Ritz Hotel London, 2023).

In small businesses, the HR team comprises one HR Generalist and two persons in charge of recruiting and employee management. In large organisations, multiple employees deal with human resources and undertake various roles. Regardless of the company's size or profile, a competent HR manager must function as a mentor who understands each employee's potential and is constantly searching for methods to make the job of the department he represents more efficient. The HR department's productivity is in his hands. An HR manager will organise teams, identify the best applicants, and remain on top of the company's goals, using all of their resources to help the organisation succeed (Indeed Career Guide, 2023).

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The importance of HR management is essential because contributes to increasing productivity and profit, maintaining the quality of work activity, ensuring demand and supply of personnel, professional development of staff, motivating employees to achieve goals, recognizing merits and contributions of employees, and developing the company' (Torrington et al, 2020). "Nothing in what we do is more important than hiring people. At the end of the day, you rely on people, not strategies." As a result, the critical job of human resource management is to keep a team of quality employees in the organisation throughout time, and this duty is accomplished through a plethora of processes (Lawrence Arthur "Larry" Bossidy is an American author and retired businessman).

An HR manager at Ritz must have exceptional talents to attract, recruit, onboard, develop, and retain quality personnel. They must also be able to manage a large number of roles and responsibilities, build employee engagement, and empower them. This can contribute to their reputation and company (Ritz-Carlton Leadership Center, 2019).

"We are Ladies and Gentlemen serving Ladies and Gentlemen," the motto says, epitomises the prophylactic service provided by every member of staff. New recruits receive technical training from day three to day seven to help them excel in their careers. The Ritz-London completed "Ladies and Gentlemen" in just seven days because of its comprehensive commitment to knowing its workers and clientele. The hotel has a lengthy and stringent employment process. The continual training they deliver to current staff may be what sets them apart. The Ritz-London has built its

reputation by offering exceptional guest service. It is their primary value, not one of their basic values. As a result, the Ritz-London is usually regarded as a top-tier enterprise. Set explicit customer service objectives to help your personnel realise what is important (harri.com, n.d.). Employees understand that producing pleased customers is their major goal. Determining what exceptional customer service is, looks like, and feels like demands intense concentration (The Ritz London, 2022).

Developing a strong and sustainable employee life cycle (ELC) entails finding and keeping the best applicants for each job, as well as adopting a life cycle model to better understand an employee's career path. The Employee Life Cycle (ELC) is a model that is used to depict the employee experience during their stay with a company. It emphasises the notion that an employee's experience is just as vital as a customer's. It offers companies ways for connecting with employees at all stages of their employment, which may benefit both the person and the firm (Torrington, 2020).

Ritz gathers statistics on client happiness and quality for a daily report. Every month, the corporation's management compiles reports on how the strategic strategy is faring. They focus on the key criteria that demonstrate personnel satisfaction with the work being done, customer loyalty, and financial performance (James, 2005).

Employers may increase engagement at the attraction stage by increasing brand recognition, promoting a favourable corporate image, and offering appealing benefits packages. Effective recruiting engagement entails making the process simple and easy for all candidates by utilising referrals and internal recruitment techniques.

Interviewing is a stage in the hiring process in which potential workers meet with the employer to assess their suitability for the position.

Onboarding is the process of greeting new employees and giving them the knowledge and resources they need to do their job well. It entails setting up their IT account, permissions, and hardware, as well as ensuring they have a workstation and access to other resources. Effective onboarding may also include training or

information sessions to assist the new employee in becoming acquainted with the work and the firm.

The engagement stage of the life cycle is concerned with tactics for promoting and maintaining the business culture and values. It also entails keeping staff interested and motivated. Having a healthy corporate culture is critical at this point, as is assisting staff in developing and being productive in order to make them feel appreciated and urge them to stay (Torrington,2020).

At Ritz Hotels, staffing is the method of employing individuals, appealing to and assessing their talents, and then allocating them to specific job responsibilities. Employees are also trained, developed, promoted, transferred, appraised, and paid. Hiring employees with a love for hospitality, character attributes, and an enthusiasm to grow a career can be difficult, so having strong purposes and establishing job descriptions can assist an organization attract the proper people with conviction and honesty.

The Motto, Credo, Three Steps of Service, and Employee Promise form the core of Ritz-Carlton's client service. The Motto is the most well-known aspect of the Gold Standards, and personnel must treat visitors with dignity and behave accordingly. The Credo vow supports trust, honesty, respect, integrity, and dedication, whereas the Employee Promise fosters trust, honesty, respect, integrity, and commitment. Finally, Ritz-Carlton's Twelve Service Values remind staff that great hospitality requires a long-term commitment. The Ritz-Carlton is dedicated to elevating service by addressing unspoken desires.

It spends substantially on staff coaching and offers orientation to all team members. Employee engagement is a 21-day plan that focuses on employee engagement and loyalty. The corporation assesses each employee's involvement in the organisation using Gallup's employee engagement indicator. Treating workers with dignity and respect creates a work atmosphere that stimulates them and permits them to be their best selves. Finally, the company's service principles emphasise the necessity of producing distinctive, memorable, and personal work.

Employees who are empowered are critical to a company's success because they recognise their decisions and exhibit innovation without the consent of management. According to a poll commissioned by LivePerson, 82% of consumers feel that getting their concerns fixed fast is essential to providing excellent customer service. Employees at the Ritz-Carlton must utilise the hotel group's innovation database to share tried and proven ideas that improve client experience in order to guarantee that their best practices are shared throughout the firm. This database now contains over 1,000 novel practices, each of which has been tested on a property before being encompassed in the system. For instance, if a resort creates a system that uses transportation vehicles to speed up beverage delivery on the beach, it may be included in the innovation database. (Morin, 2019)

The Ritz's corporate culture can be seen in the HR operations, its interactions with staff, the level of autonomy in terms of making decisions and expressing oneself and coming up with new ideas, its use of power, and its employees' dedication to the company's goals.

Corporate culture characteristics include distinctiveness, own histories, models, systems, processes, legends, myths, and heroes. Importance to the organisation: discovery of problems; rapid resolution of problems; performance; integration; achievement of planned objectives, and it turns out that Ritz has a strong one (Indeed, 2022).

The development stage is concerned with assisting employees in professional development and advancement in the direction of their job goalmouths. Operative tactics like career tutoring, training, and mentorship programmes can help workforces feel appreciated and supported. Performance appraisals and comments might result in increased tasks or pay raises.

Employee retention is critical for high-performing or difficult employees, and engagement techniques should encourage them to advance their careers there. It's a good idea to empower these personnel by soliciting input and implementing solutions.

Recognising an employee's accomplishments can increase morale and inspire them while also communicating to the rest of the workforce that the organisation values its employees. Creating and publicising employee recognition programmes can be a beneficial tactic.

When an employee decides to leave the company, the offboarding process begins. It includes creating a handover and training, as well as providing the employee with documentation such as their P45 and final payslip. During this time, the company may also begin the recruitment process to identify new candidates.

During the separation stage, employees return equipment and personal belongings, and some firms conduct exit interviews to gather feedback. Companies offer farewell events or collections to make this moment a positive one.

Maintaining a positive relationship with the former employee and the company is part of the alumni stage. This is advantageous to the employee because they may be able to fill openings or serve as a job reference in the future. (Verlinden, 2020)

In conclusion, an employee lifecycle plan simplifies and reduces the burden of business time. It may also be used to assess an employee's performance over time. Mapping the employee journey may help managers enhance their reputation and retain talent. It will seek to enhance employees' health and well-being while they are on the job.

Employee development and training are critical components of the employee life cycle. It can help them enhance their skills and expertise while also benefiting the company by attracting top employees.

Maintaining an effective employee life plan may assist increase employee engagement and give them the training they require to flourish in their professions.

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